

2018 IGMCM TTT

DAY 4 SCHEDULE



- ☐ [Test Review](#)
- ☐ [Inspections](#)
- ☐ [Request Mast](#)
- ☐ [Inspector General of the Marine Corps](#)



INSPECTOR GENERAL

United States Marine Corps



★ HONOR ★ COURAGE ★ COMMITMENT ★

PRESENTED BY: CWO5 SCOTT EASTON, LEAD INSPECTOR, IGMC

INSPECTIONS

ENABLING LEARNING OBJECTIVES

1. To understand the Mission/Philosophy/Focus of IGMC Inspections.
2. To understand of Functional Area Trends and areas of concern.
3. To understand Inspection Division grading criteria.



IGMC Inspections Overview



- Overview of the Inspection Division
- Top Concerns
- Brief Discussion on HQMC Staff Visits/Inspections/Reviews



Inspection Philosophy

1. **Expect excellence:** validated through consistent, independent, impartial, and professional inspections.
2. **Add value:** through instructive assessments of relevant functional areas.
3. **Objective Assessment:** measure against established standards.
4. **Analyze Holistically:** while sometimes uncomfortable and unpopular, commanders deserve accurate comprehensive results.
5. **Respect** the authority and responsibilities of command.



Types of IGMC Inspections

Two fundamentally different types of Inspections

CIP “Inspect the Inspectors”

Thoroughness and Effectiveness

- Conducted every **3** years (+/-)
- Comparative Analysis of a CGIP
- Assessment of all CIG functions
- Ascertain Status of Command*
- SPIN Brief
- Request Mast on Behalf of CMC

UIP “Inspect the Unit”

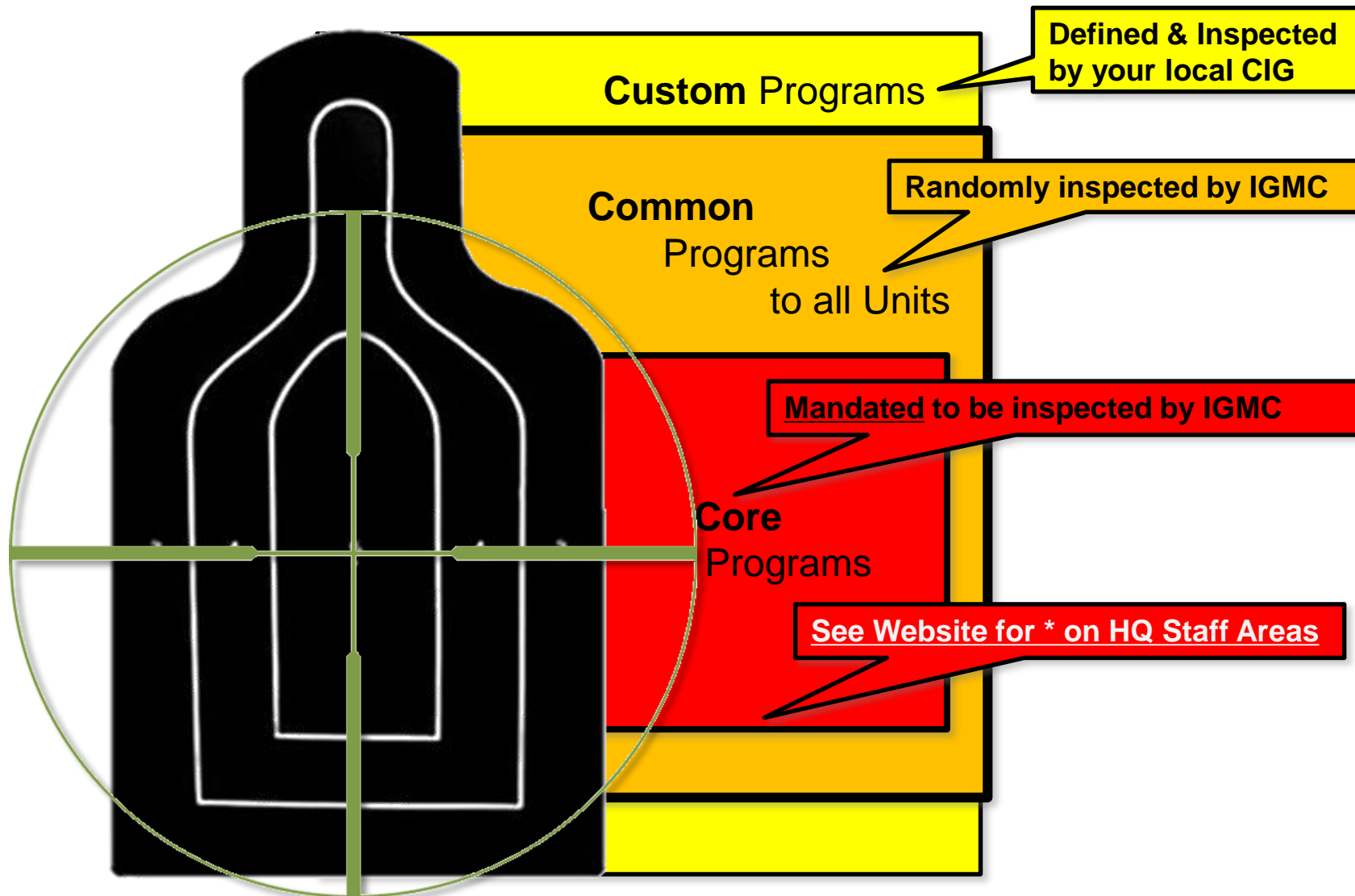
Compliance & Mission Accomplishment

- Conducted every **2** years (+/-)
- Typically units not in Ops or Admin Chains (no command level IGs)
- Only oversight of these Units
- Robust Inspect Team preferred
- Must cover many programs
- SPIN Brief
- Request Mast on Behalf of CMC

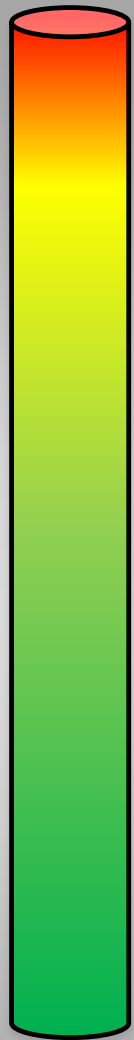
** inspect any FA deemed necessary, usually those FA without any independent oversight*



What the IGMC Inspects



Grading Criteria



**Non-Mission
Capable**

Findings

Discrepancies

**Mission
Capable**

Command, Inspection Program, and FA Inspectors:

Mission Capable or Non-Mission Capable

Does CIP possess requisite...

Skills?

Equipment?

Personnel?

Understanding of directives?

in order to accomplish assigned mission, tasks, and functions

Checklist items may be found with:

Discrepancies

Inconsistent identification
of failures to comply with:

Guidance

Direction

Required actions

Findings

An error that detracts from:

Readiness

Involves waste, fraud, or abuse

Health, safety, morale, or welfare

Deviate from HHQ policies

CIG Reports to Commandant



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Inspection Status Report

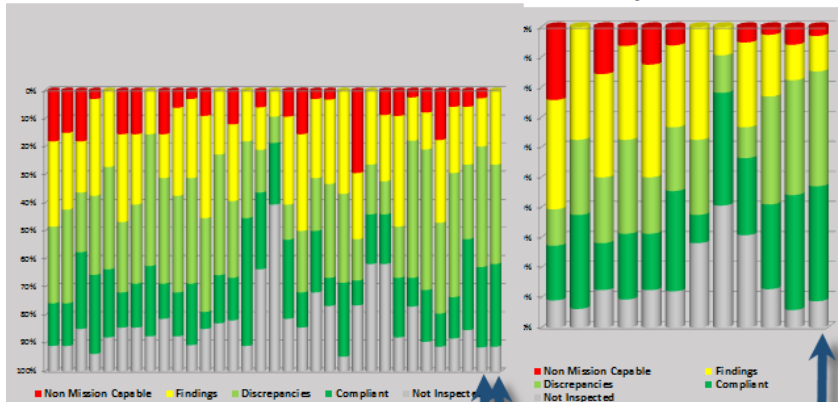
As of 31 XXX 2016

CORE Functional Area Status over the past 12 months

■ Non Mission Capable ■ Mission Capable w/ Findings ■ Mission Capable w/ Discrepancies ■ Fully Compliant

Functional Area Health within Commands

CIG Inspection Abilities



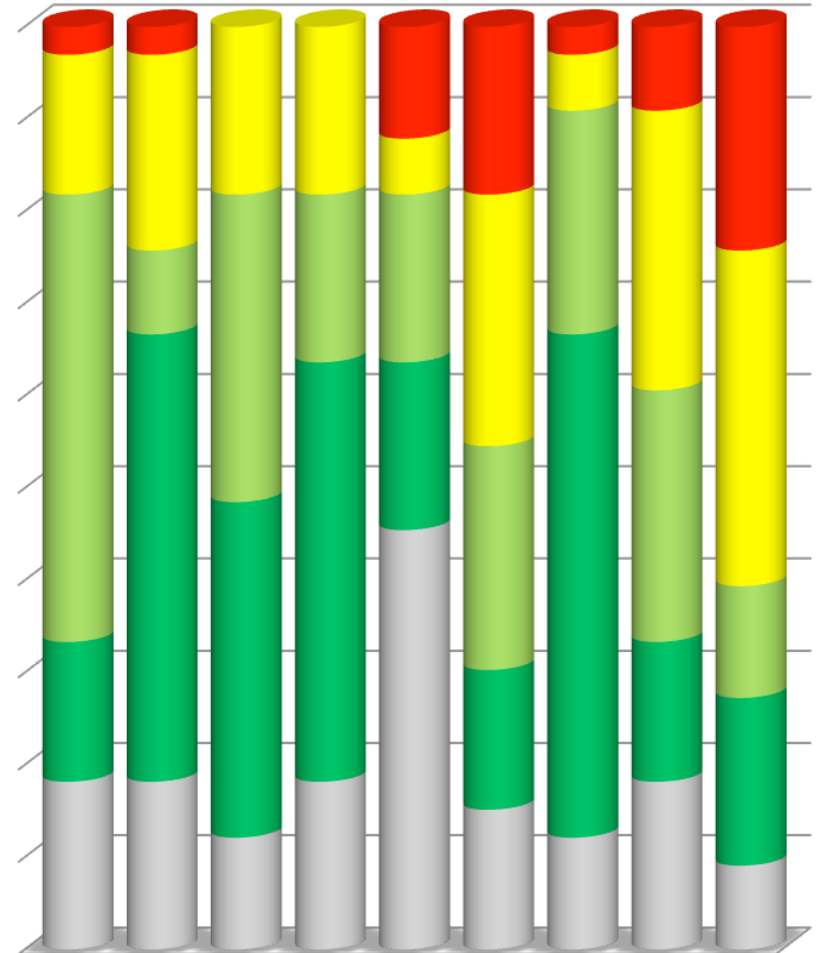
Command General Inspection Program (ability to inspect)

6 Inspections with Findings

- Career Planning
- General Administration
- Sexual Assault Prevention & Response
- Marine Corps Safety Program
- Postal Affairs
- Body Composition Program and Military Appearance Program

1 Non-Mission Capable Inspections

- Defense Travel System



Updates from the past year



- New IGMC
- FAST Functional Area Sponsor Training (Quantico)
- CORE area changes = 37 (under review with added focus upon maintenance)
- Improved Checklist Formats with “Levels”
- Website enhancements to include sharing of best practices.



FAST Functional Area Sponsor Training

- Annual Training for ALL Functional Area Sponsors (Program Owners)
- 4-5 hours classroom training on inspections & checklists
- Annual checklist **validation**, are they needed
- Annual content **calibration** & references review



IGMC Checklist Library

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HOME > RESOURCES > FUNCTIONAL AREA CHECKLISTS



Inspector General of the Marine Corps

Headquarters Marine Corps

FUNCTIONAL AREA CHECKLISTS

19 July 2016

All currently valid Functional Area Checklists are listed alphabetically below. You may also use the "Keyword" Search to find the desired checklist.

New Checklists: None

Updated Checklists:
Request Mast has been updated to combine the training questions, an overall comment section was added.

VALID CHECKLISTS

Title	Uploaded On
Aircrew Training (3500.14).docx	3/10/2016
Antiterrorism (3302).docx	2/29/2016
Assistance and Investigations (5370).docx	3/3/2016
Aviation Command and Control Training (3500.10).docx	2/29/2016
Aviation Facilities (11130).docx	2/29/2016
Aviation Operations Administration (3700).docx	2/29/2016
Aviation Safety (3750).docx	2/29/2016



Checklist Format

Inspectors General Checklist

1700.23 COMMANDER'S REQUEST MAST

This checklist applies to all commands. All O-5 and above commanders must have a formal Request Mast Program. However, all officers vested with Non Judicial Punishment authority may be inspected. Questions with multi-part answers must be fully correct to be found compliant.

Functional Area Sponsor:

IGMC, Director of Inspection

Subject Matter Expert: Col D. M. Marsh
(DSN) 664-4659 (COML) 703-604-4659

Revised: 19 July 2016

Overall Comments: *place here*

Name of Command

Date

Inspector

Final Assessment

Discrepancies: Findings:

Subsection 1 - REQUEST MAST INITIATING DIRECTIVE (O-5 and above commands)

0101 Has the Commander signed and maintain the mandatory Request Mast Initiating Directive referencing MCO 1700.23F and NAVMC 1700.23. Reference: NAVMC 1700.23F, chap 5.1.a., app b; MCO 1700.23F, par 4

Result *Comments.*

0102 Has the Commander published and promulgated the mandatory Request Mast Initiating Directive (e.g., has the Initiating Directive been placed on the Command Read Board or Website)? Reference: NAVMC 1700.23F, chap 5.1.a.,

Result *Comments.*

0103 Does the mandatory Initiating Directive include a complete enclosure of Command Specific Elements?

- Enlisted and Officer points of contact must be provided.
- The Chain of Command up to and including the immediate General Officer must be provided.

[To protect personal identifiable information, it is acceptable to list by billet, office location, and phone number.]

Reference: NAVMC 1700.23F, app b; MCO 1700.23F, par 4b

Result *Comments.*

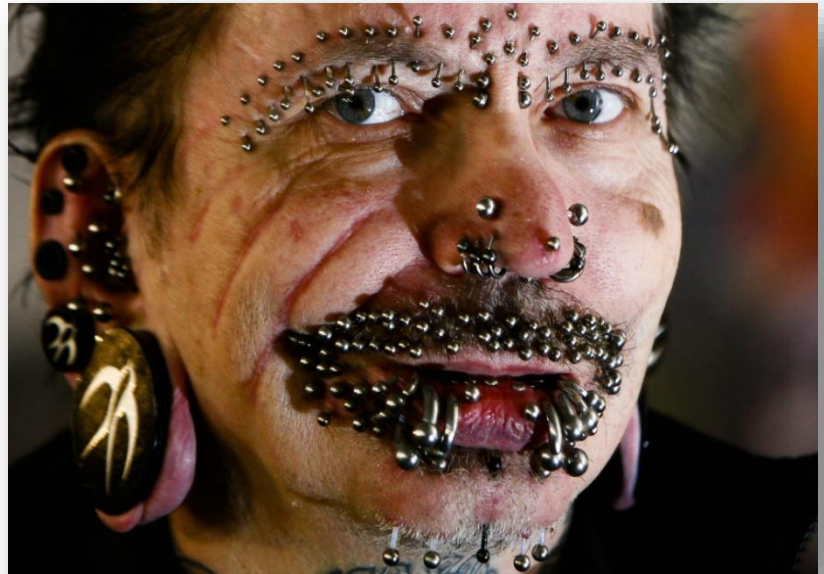
Subsection 2 - REQUEST MAST DOCUMENTS (all Officers with NJP Authority)



Trends vs. Concerns

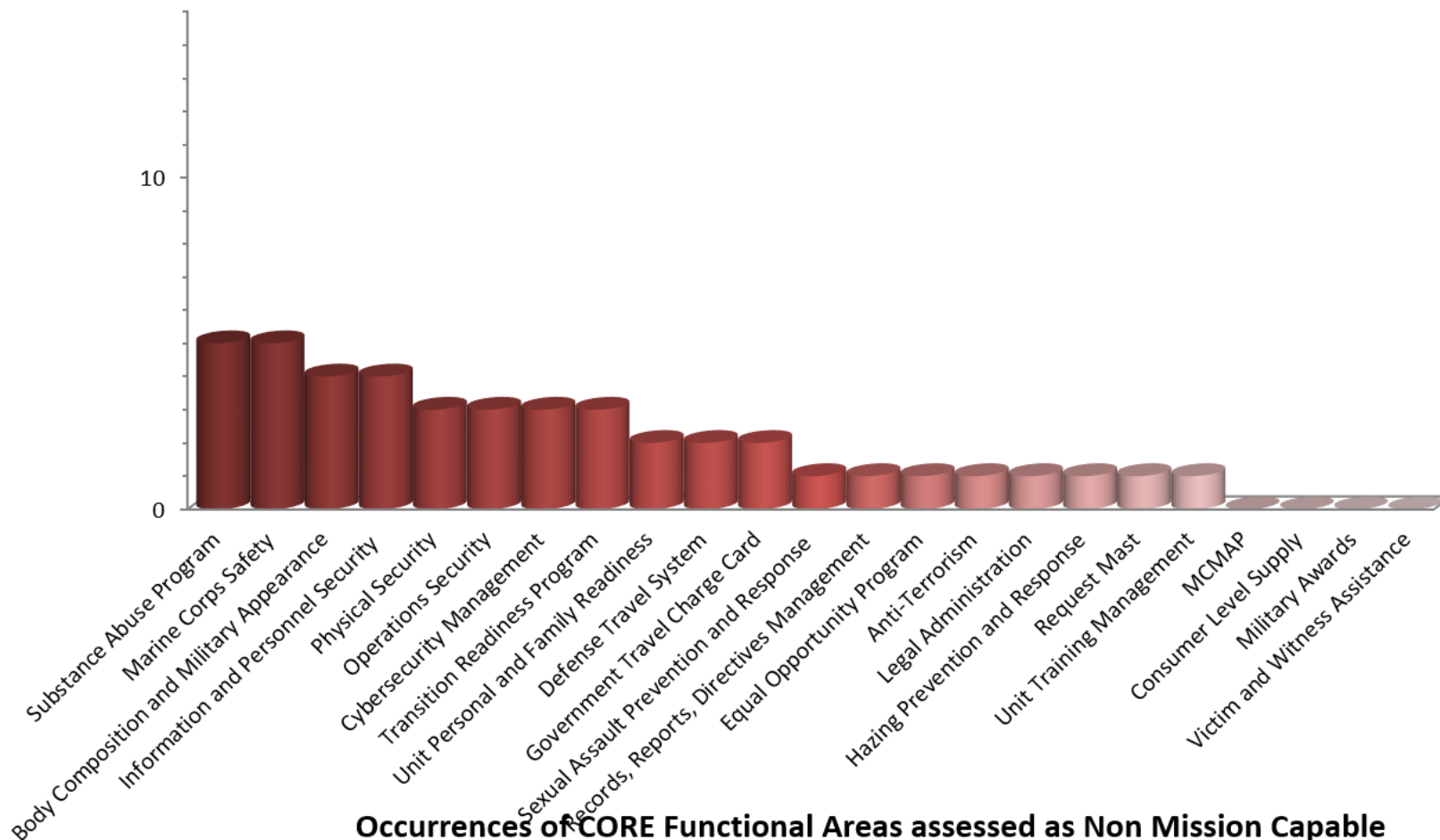


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Non-Mission Capable Functional Area Concerns

As of 1 January 2018 (Past 12 months)



Occurrences of CORE Functional Areas assessed as Non Mission Capable



Non-Mission Capable Functional Area Concerns

As of 1 January 2018

CORE Functional Area Concerns CY 2017*

- **Ground Safety**
 - Lack of Traffic Safety Programs / Motorcycle Clubs
 - Hearing Conservation
 - Incident and injury reporting / use of WISS
- **Substance Abuse**
 - Failure to test 10% of unit monthly & timely shipment of samples
 - Failure to test new joins, returns from leave, and the SACO/UPCs monthly
 - Lack of Supervisory training and lack of screenings following incidents
- **Cyber Security**
 - Lack of clearly defined roles and responsibilities
 - Missing renewals for SAAR FORMs
 - Lack of Formal Safety Program (no signed order)

** Functional Area Concerns and Best Practices are updated and listed on the IGMCM website.*



Non-Mission Capable Functional Area Concerns

As of 1 January 2018

CORE Functional Area Concerns from CY 2017 (Findings for many were listed on the IGMCM Website)

- Substance Abuse Program (5)
 - Marine Corps Safety (5)
 - Body Composition & Military Appearance (4)
 - Information & Personnel Security (4)
 - Physical Security (3)
 - Operations Security (3)
 - Cybersecurity Management (3)
 - Transition Readiness Program (3)
 - Unit & Personal Family Readiness (2)
 - Defense Travel System (2)
 - Sexual Assault Prevention & Response
 - Records, Reports, and Directives Management
 - Equal Opportunity Program
- Anti-Terrorism
 - Legal Administration
 - Hazing Prevention & Response
 - Request Mast
 - Unit Training Management



Pending Review and Approval



**New
Directives**



Future IGMC Inspections

CCI “Comprehensive”

- Conducted every **3rd** fiscal year
- What is Assessed
 - CG’s Programs
 - HQ Staff
 - CIG Functions
 - Comparative Analysis
 - Hotline
 - Investigations
 - Intel Oversight*
- SPIN Brief
- Request Mast on Behalf of CMC

ICI “Independent Commands”

- Conducted every **2nd** fiscal year
- Units not covered by another CGIP
- Robust Inspection of CORE Programs
- SPIN Brief
- Request Mast on Behalf of CMC

**only if this program is a CIG responsibility*



Future IGMC Inspections

Comprehensive Command Inspection (CCI). Under the CCI, the IGMC, through the Inspections Division, conducts a comprehensive command inspection of all major commands that are required to execute a CGIP. A CCI will be completed **every third fiscal year** (36 months). A CCI will include assessments of the Headquarters Staff and an assessment of the CGIP by re-inspecting two or more randomly selected subordinate commands.

Independent Command Inspection (ICI). Under the ICI, the IGMC, through the Inspections Division, conducts a mission focused command inspection of all commands not included under a CGIP. These independent commands have IGs in their chain of command and the only oversight is provided by the IGMC. An Independent Command Inspection (ICI) will be completed **every other fiscal year** (24 months). A CCI will include assessments CORE and mission orientated functional areas.



Future Grading Criteria

COMMANDS (inspections)

Mission Capable. When a command possesses and effectively manages the requisite skills, equipment, and personnel to accomplish all assigned tasks, functions, and missions.

Non-Mission Capable. When a command fails to possess and effectively manage the *requisite skills, equipment, and personnel* to accomplish all assigned tasks, functions, and missions.

FUNCTIONAL AREAS (assessments)

Effective. The grade used to assess a functional area or program wherein, sufficient evidence exists to compel an expert in the functional area to believe the program existed in the past, is effective and compliant now, and is reasonably assured to be so in the future. Effective programs may exist with a degree of findings and discrepancies.

Ineffective. The grade used to assess a functional area or program wherein, sufficient evidence exists compelling an expert to believe the program is seriously ineffective, exist in name only, or does not exist.



Current Grading Criteria

CHECKLIST QUESTIONS

Discrepancy. A minor deviation in compliance with guidance, direction, or standards. Discrepancies require minimal corrective actions and normally are within the purview of the functional area manager to implement independently and quickly.

Finding. A substantial problem and major deviation from directives or standards. Findings often require corrective guidance from a unit's commander and are often beyond the authority and purview of a functional area manager to correct independently. Findings could:

- Be a failure to comply with higher headquarters policies and procedures.
- Negatively impact the command's readiness.
- Be issues of health, morale, or welfare of the unit's Marines, Sailors, and families.
- Lead to fraud, waste, or mismanagement.
- Incur a significant risk to the Commander.



Questions



Inspector General of the Marine Corps



Commander's Request Mast Program

Updated January 2018



Enabling Learning Objectives

- 1. To understand the history and purpose of Mast.**
- 2. To understand the Request Mast procedures.**
- 3. To understand a Commander's legal requirements for Request Mast.**
- 4. To review common findings and failures of Request Mast Programs.**



Mast Overview

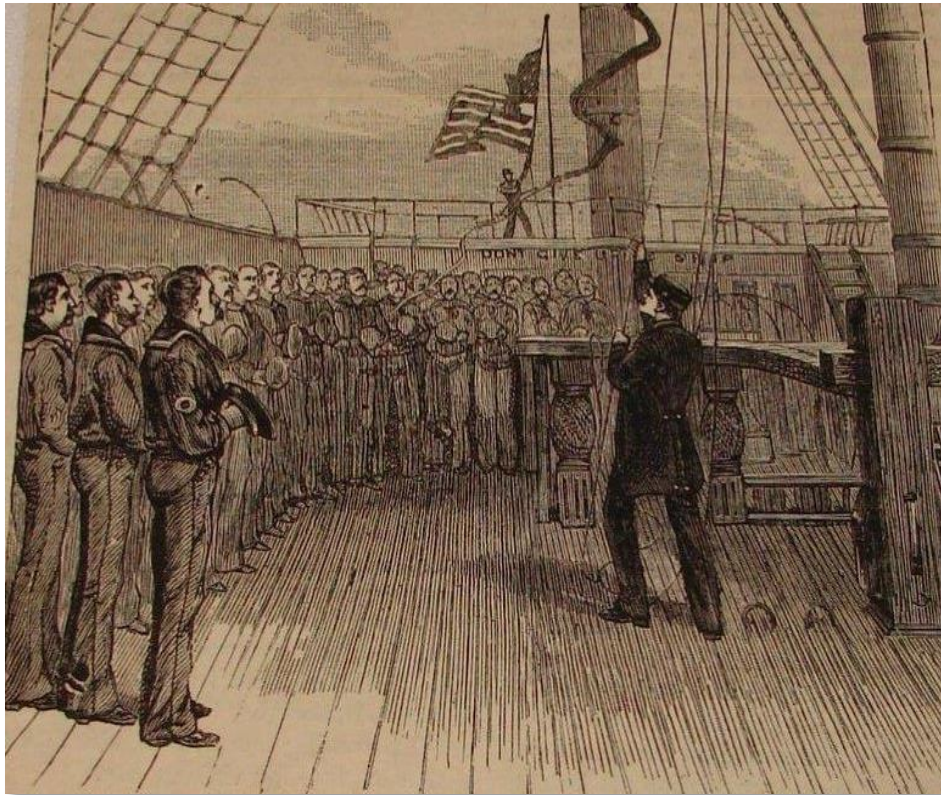


- History & purpose of Mast
- Policy for Requesting Mast
- Procedures for Requesting Mast
- Most common findings/failures



The History of Mast

- Naval tradition
- Commander's interaction with ship's crew
- Dispense punishment
- Present awards
- Accept grievances
- Ship's crew had guaranteed right to speak to their Commander
- Solutions were not assured





Purpose of Mast

- Convey grievances directly to the Commander
 - Provides a personal audience with Commander*
 - Expedite processing of urgent concerns
 - Should employ the entire Chain of Command
 - Should not dismiss the “Chain of Concern”
 - Should not replace established staff functions
 - Should never supplant informal discourse
- * Appearance with Commander should not present a conflict of interest or affect neutrality





Request Mast Policy

According to **Marine Corps Order 1700.23F**, it is **"the right of all Marines to directly seek assistance from, or communicate grievances to, their commanding officers."** A Marine has "the opportunity to communicate not only with his or her immediate commanding officer, but also with **any superior officer in the chain of command up to and including the Marine's commanding general."**

- **MCO 1700.23F**
- **NAVMC 1700.23F (directive)**
- **NAVMC 11296 (form)**
- **Are there better avenues of redress?**
- **Not appropriate for Mast:**
 - **Nuisance requests**
 - **Matters dealing w/ UCMJ or ADSEP**
 - **Contemplated, pending, in progress, or final**
 - **Administrative Actions**
 - **Performance Evaluation**





The Chain of Command



- **Only Officers with NJP Authority**
may be I&I, OIC, or Acting
- **Up to First General Officer**
or designated O-6 with GCMCA
- **Commanders may be bypassed**
only for cause, presented in writing
- **All Commanders must attempt to resolve grievances**
- **Petitioner may withdraw request and accept resolution at any level**
- **CG's Eyes Only**
must be explained in writing
usually facilitated by CIGs
- **Denials by designated Commander**
submit denial reports via Chain to CG
In-person explanations not required



Request Mast Procedure

- **NAVMC 11296 (6-97)**
 - *Filled out, signed, & dated*
- **Role of the Applicant**
 - *Be a truthful provider of facts*
 - *Cover letter if sealed request*
- **Role of the “Chain of Concern”**
 - *Expedite request*
 - *Do not try to resolve*
- **Role of the Chain of Command**
 - *Expedite audience with the Commander*
 - *Try to resolve at the lowest level of command*
 - *Explain disposition, delays, and denials*
 - *Forward-up if required*
 - *Report to CG any denials within one working week*
 - *If there is a denial, it must be explained to the Applicant*
 - *Personal explanations not required (especially if a conflict of interest exists)*

The image shows two overlapping forms for the Request Mast procedure. The top form is the 'NAVMC 11296 (6-97) REQUEST MAST APPLICATION' and the bottom form is the 'REQUEST MAST' form. Both forms contain sections for 'PERSONAL INFORMATION', 'REQUEST MAST INFORMATION', and 'SIGNATURES'. The top form includes a 'PERSONAL INFORMATION' section with fields for NAME, UNIT, and RACE/ETHNIC GROUP. It also has a 'REQUEST MAST INFORMATION' section with fields for REQUESTED REMEDY/COMPLAINT and a 'SIGNATURES' section for the COMMANDING OFFICER, REQUESTING OFFICER, and APPLICANT. The bottom form is a continuation of the top form, with fields for the REQUESTING OFFICER'S SIGNATURE and DATE, and the APPLICANT'S SIGNATURE and DATE.



Request Mast Procedure

PART E. TO BE COMPLETED BY THE APPLICANT		
1. NAME:	2. RANK:	3. SSN:
4. UNIT:	5. RACE/ETHNIC GROUP:	
6. GENDER:	7. DATE:	
8a. I desire to Request Mast with: (Provide the name and billet of the Commanding Officer with whom you desire to communicate.):		
8b. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individual(s) involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets, as needed).		
8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)		
9. AFFIDAVIT I, _____, have read this statement which begins in Block 8b on this page (page 1) and ends on page _____. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement. <div style="border: 1px solid black; height: 30px; width: 100%;"></div> (SIGNATURE OF APPLICANT/DATE)		

Personal, contact, and biographical data.

What Commander is requested?

What is the problem?

What is the desired "solution"?

Legal affidavit must be signed and dated.
"Starts the Clock"



Request Mast Procedure

How did each
Commander engage?

Final disposition; issue may
not be resolved immediately

Final Commander to engage with
Applicant. Sign & date, stops the clock

Applicant selects one
acknowledgement.

Applicant and witness
sign and date.



Request Mast Procedure

MARINE CORPS REQUEST MAST APPLICATION NAVMC 11296 (Rev. 6-97) SN: 0000-00-888-0050 UI: EA		
PRIVACY ACT STATEMENT Authority: Title 5, U.S. Code 501; Title 10, USC Section 5013 Principal Purpose: Formal filing of complaints/problems to command personnel. Routine Uses: To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts. Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an incomplete/incomplete analysis of the complaint/problem.		
PART I: TO BE COMPLETED BY THE APPLICANT		
1. NAME:	2. RANK:	3. SSN:
4. UNIT:	5. RACE/ETHNIC GROUP:	
6. GENDER:	7. DATE:	
8a. I desire to Request Mast with _____ (Officer with whom you desire to communicate.)		
8b. NATURE OF COMPLAINT (date(s) of the occurrence(s); other information relevant to)		
8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)		
9. AFFIDAVIT I, _____, have read this statement which begins in Block 8b on this page (page 1) and ends on page _____. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement.		
(SIGNATURE OF APPLICANT/DATE)		

NAVMC 11296 (Rev 6-97) PAGE 2	
PART II: TO BE COMPLETED BY THE OFFICER CONDUCTING REQUEST MAST	
10. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals. If an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as necessary.)	
COMMANDING OFFICER SIGNATURE/DATE	
ACKNOWLEDGMENT OF REQUEST MAST	
I, _____, have read this statement which begins in Block 8a and understand the complaint.	
I, _____, have read this statement which begins in Block 8a, understand the disposition or probable disposition, and voluntarily withdraw this Request Mast.	
I, _____, have read this statement which begins in Block 8a, understand the disposition or probable disposition, and communicate directly with my Commanding Officer named in Block 8a.	
I, _____, have read this statement which begins in Block 8a, understand the disposition or probable disposition, and communicate directly with my Commanding Officer named in Block 8a but have not been able to reach a disposition of my problem/complaint.	
WITNESS SIGNATURE/DATE	APPLICANT'S SIGNATURE/DATE

To uphold faith in the system, we get the Marine quickly before their Commander. Actually resolving the issue correctly may take time, and must be tracked.

“Does the commander ensure all Request Masts petitions are expeditiously handled?”



Request Mast Procedure

MARINE CORPS REQUEST MAST APPLICATION NAVMC 11296 (Rev. 6-97) SN: 000000-888-0850 UFI: 5A		
PRIVACY ACT STATEMENT Authority: Title 5, U. S. Code 301; Title 10, USC Section 5013 Principal Purpose: Formal filing of complaints/problems to command personnel. Routine Uses: To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts. Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an incomplete/incomplete analysis of the complaint/problem.		
PART I: TO BE COMPLETED BY THE APPLICANT		
1. NAME:	2. RANK:	3. SSN:
4. UNIT:	5. RACE/ETHNIC GROUP:	
6. GENDER:	7. DATE:	
8a. I desire to Request Mast with: (Provide the name and title of the Commanding Officer with whom you desire to communicate.)		
8b. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individuals involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets, as needed.)		
8c. REQUESTED ACTION: (Indicate the assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)		
9. AFFIDAVIT I, _____, have read this statement which begins in Block 8b on this page (page 1) and with _____, fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement. (SIGNATURE OF APPLICANT/DATE)		

NAVMC 11296 (Rev 6-97) PAGE 2	
PART II: TO BE COMPLETED BY THE OFFICER CONDUCTING REQUEST MAST	
10. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals. If an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as necessary.)	
COMMANDING OFFICER SIGNATURE/DATE	
PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST	
(Applicant should initial/complete the appropriate statement(s))	
_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.	
_____ I have had the opportunity to communicate directly with _____ (name and title of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.	
_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.	
_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.	
WITNESS SIGNATURE/DATE	APPLICANT'S SIGNATURE/DATE

If a subordinate commander, to the commander in block 8a, resolves the issue that subordinate commander is acknowledged in Part III and the Request for Mast is NOT forwarded any higher. ONLY Commanders can be acknowledged in Part III.



Request Mast Procedure

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

[Handwritten signature]

I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

_____ I have had the opportunity to communicate directly with _____
(name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

Used when the Marine has seen the Commander designated in 8a and understands the disposition of the complaint.




Request Mast Procedure

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

 I have had the opportunity to communicate directly with LtCol. Smedley D. Butler USMC
(name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

Used when a Marine sees a subordinate commander and understands the disposition and voluntarily withdraws sending the Request for Mast up to the commander originally designed in block 8a. This can never be used in a sealed “eyes only” request.




Request Mast Procedure

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

_____ I have had the opportunity to communicate directly with _____
(name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

Used when a Commander refuses to directly communicate with an applicant. This is not the same as a denial.



Request Mast Procedure


PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

_____ I have had the opportunity to communicate directly with _____
(name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

 I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

Used when a Commander grants an audience with an applicant but does not inform the applicant of the disposition. This is not the same as a denial.



Legal Requirements

Commanders Must:

- Hold accountable anyone who interferes with the Request Mast process
- Hold accountable anyone who reprises against anyone who Requests Mast



[illegible]

Commanders must have a tracking system to ensure request are handled in an expeditious manner and to assure no adverse actions befall the Applicant for requesting Mast with the Commander.



Most Common Findings/Failures in Request Mast Programs

- Commanders accepting inappropriate Requests for Mast that involve ADSEPs, Military Justice, bad FITREPs, etc.
 - “I still want to stay in the Marine Corps in spite of my involuntary separation...”
 - “Second-hand smoke caused my ‘pop’...”
 - “PMO should never have pulled me over...”
 - “I deserved a way better FITREP...”
- Lack of tracking system for reprisals
 - Use a tracker; print out contact e-mails and keep them on file
- Lack of evidence of any command training
 - Keep class rosters and class materials on file
- Failure to destroy Request Mast applications on file after two-years
- Failure to keep Request Mast files in a protected/locked file that only select individuals have access to
- Inability to articulate the safeguards to protect Marines and Commanders from restriction and reprisal



Questions

